



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

September 15, 2005

TO: LME Directors

FROM: Mike Moseley

A handwritten signature in black ink, appearing to be "MM", written over the name "Mike Moseley".

RE: NC-TOPPS Tracking Reports

For the Division and LMEs to move forward in evaluating the outcomes of MH/DD/SA services for consumers, full implementation of the NC-TOPPS web-based outcomes system is critical. Therefore, submission of Initial and Update Assessments according to the NC-TOPPS Guidelines is a requirement of both the DHHS-LME Performance Contract and the LME-Provider Agreement.

To assist in tracking submissions and overdue assessments, we are creating two LME-specific reports for your use. These reports will provide the basis for evaluating compliance on the NC-TOPPS requirements of the DHHS-LME Performance Contract. They are being provided to you early to allow time for you to compare your records with ours, so that we can work out any discrepancies.

Report of Missing NC-TOPPS Initial Assessments

This report lists each of the LME's consumers for whom an Initial NC-TOPPS Assessment is required, but has not been received. The report can be downloaded now from your Client Data Warehouse directory. Subsequent reports will be available on the 15th day of each month.

The current report is based on IPRS claims received through August 21, 2005 for services provided after July 1, 2004. It lists the unduplicated LME record numbers and other information on consumers for whom we had no matching Initial NC-TOPPS Assessment as of June 30, 2005.

The report provides a preview of the data that will be used to calculate compliance for the Performance Contract. It also contains a column in which you may note any discrepancies between your records and ours.

If you find discrepancies, please note here the reason for the discrepancy and send the report via email to the Quality Management Team at ContactDMHQuality@ncmail.net by September 30, 2005. A QM Team member will contact you to discuss any changes that are needed to ensure that our expectations match.

For the first quarter report of SFY2005-06, compliance will be calculated only on the contents of the current report, which is based on:

- Consumers in target populations for which an NC-TOPPS was required in SFY2004-05 (ASCDR, ASHMT, ASWOM, and CSMAJ only)
- Consumers with at least one IPRS service – other than, or in addition to, facility-based crisis (YP485) or inpatient hospitalization (YP820) – for which a claim was received by August 21, 2005 (Note that



the claim listed in the report is the first claim that shows up in the IPRS system, which is not necessarily the claim for the first service the individual received).

Before calculating compliance for the Performance Contract, the report will be run again to reflect any corrected discrepancies and any additional Initial NC-TOPPS Assessments administered by June 30, 2005 and received by July 31, 2005.

This report will be refined over the coming months as we determine how to make it more reflective of the SFY2005-06 NC-TOPPS requirements and to be more useful for tracking your providers' compliance.

Report of Missing NC-TOPPS Update Assessments

The Division is developing a similar LME-specific report that lists consumers with required NC-TOPPS Update or Discharge Assessments that have not been received. This report will be sent to the LMEs' Quality Management Directors and NC-TOPPS coordinators by September 26, 2005. In the meantime, LME staff designated as "super-users" can logon to the NC-TOPPS website's "Updates Needed" page to view a list of all upcoming and overdue update assessments for the LME's consumers. Any LME staff who need access as a "super-user" should contact Kathryn.Long@ncsu.edu (919-515-1310).

The report under development will be based on Initial NC-TOPPS Assessments completed between July 1, 2004 and June 30, 2005. It will list the unduplicated LME record numbers and other information on consumers for whom we had no matching Update or Discharge NC-TOPPS Assessment as of July 31, 2005.

The report will provide a preview of the data that will be used to calculate compliance for the DHHS-LME Performance Contract. ***If you find discrepancies between the report and the LME records, please contact Kathryn.Long@ncsu.edu (919-515-1310) by October 3, 2005 to discuss any changes that are needed to ensure that our expectations match.***

Compliance on Update Assessments for the First Quarter Performance Contract Report for SFY2005-06 will be calculated on the contents of this report. However, before calculating compliance, the report will be run again to reflect any corrected discrepancies and any additional Update or Discharge Assessments administered by June 30, 2005 and received by September 30, 2005.

Like the Missing Initial NC-TOPPS Report, the Update Report will be improved over the coming months.

We hope that you will find these reports useful for tracking your providers' efforts to collect consumer outcomes information and understanding how the Division will be determining your LME's compliance rating on the NC-TOPPS measure. If you have questions or suggestions, please contact Shealy.Thompson@ncmail.net (919-733-0696) or Spencer.Clark@ncmail.net (919-733-4670).

cc: Secretary Carmen Hooker Odom
Allen Dobson, M.D.
DMH Executive Leadership Team
DMH Management Leadership Team
State Facility Directors
Carol Duncan Clayton
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MH Commission Chair
Coalition 2001 Chair
State CFAC Chair
Kathryn Long
LME QM Directors
LME-NC-TOPPS Coordinator

